



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #03-09

To: Benefits Administrators
From: Mary P. Habel, Director
State and Local Health Benefits Programs
CC: All OHB
Date: May 30, 2003
Re: Open Enrollment Keying Issues

Open Enrollment Results

This Open Enrollment broke all records! Thanks to your commitment and hard work, more than 62,000 Open Enrollment elections are now being transferred to the carriers so enrollments can be processed and ID cards can be printed. A second transfer will occur on June 7 with the defaults to COVA Care Basic for those that remain enrolled in Key Advantage, Key Advantage Expanded, Cost Alliance, Cost Alliance with Dental, the Aetna HMO or POS plans, and the Piedmont Community HMO-POS plan. Open Enrollment ID cards produced from these file transfers will be distributed before July 1.

Keying Transactions

Reason Code 56 will be re-activated on Monday, June 2 and will remain available to agencies until 5:30 pm on Friday, June 27. This will allow you to key BES or PMIS transactions denied because of an Open Enrollment election in suspense. Many PMIS transactions effective before July 1 will bypass the Open Enrollment suspense record if the PMIS action does not impact health benefits. Remember, PMIS and BES transactions effective July 1 are not denied by the Open Enrollment suspense record.

Follow these steps if you need to key a BES or PMIS transaction denied because an Open Enrollment election is in suspense:

- Use PSB305 to view and screen-print the Open Enrollment suspense record. If dependents are covered, also screen-print the dependent scroll suspense screen. You will need to re-key the Open Enrollment election from these screen-prints. No changes may be made to the original Open Enrollment election.
- Use PSB117 to delete the Open Enrollment suspense record.
- Use PSB301 and the appropriate reason code to enter the new BES transaction. Or, use the appropriate PSE transaction for PMIS actions.
- Re-key the deleted Open Enrollment election using PSB301 and Reason Code 56. Make sure you key the same dates used on the deleted suspense record.

Here are procedures for new hires and retirements effective prior to July 1:

- Transactions for new hires with an effective date of June 1 should be keyed with PSB301 and Reason Code 01 first, and followed with PSB301 and Reason Code 56 for the Open Enrollment election. Be sure to enter the appropriate Receive Date and Event Date.
- Transactions for retirements with an effective date of June 1 should be first keyed with PSB109 and Reason Code 48 on the PSB301. Then key a PSB301 with Reason Code 56 for the Open Enrollment election. Be sure to enter the appropriate Receive Date and Event Date.

Benefits Administrator Responsibilities

One of your primary responsibilities is to enforce health benefits policies and regulations, including those relating to Open Enrollment elections. Reason Code 56 is only being re-opened to allow you to key transactions that have been denied due to a suspense record. Failure to comply with appropriate health benefits policies could result in agency financial liability and penalties under section 125 of the IRS code. An audit of all Open Enrollment elections entered during June with Reason Code 56 will be conducted after the new plan year begins. You need to ensure that the following are adhered to:

- An Open Enrollment suspense record must not be deleted because the employee wants to retract the Open Enrollment election.
- An Open Enrollment suspense record may not be changed when re-keyed.
- An Open Enrollment election must have been received on or before May 16 – the only exception is a new hire with an effective date of June 1.

OHB Contacts

Questions About:

Health Benefits Policies
EmployeeDirect or BES Data-Entry
PMIS Data-Entry

Direct To:

Employee Services
System Team
ITECH Help Desk

Be sure to include the individual's SSN, name, and a brief description of the problem.